



ALVANDO DEAN  
3663 W 166TH  
MARKHAM, IL 60426-5325

Page 1 of 5  
Account Number 708 596-5143 041 6  
Billing Date Mar 25, 2004  
Web Site www.sbc.com

## Monthly Statement

Feb 26 - Mar 25, 2004

### Bill-At-A-Glance

Previous Bill	153.80
Payment	.00
Adjustments	2.03
Past Due - Please Pay Immediately	155.83
Current Charges	61.24
<b>Total Amount Due</b>	<b>\$217.07</b>
Current Charges Due in Full By	Apr 23, 2004

### Billing Summary

#### Questions? Call:

SBC Local Services	38.08
1-800-244-4444	
Repair Service:	
1-888-611-4466	
Automated Billing/Payment Arrangements:	
1-800-873-5501	
SBC Long Distance	23.16
1-800-244-4444	
<b>Total of Current Charges</b>	<b>61.24</b>

SBC allowed  
my phone number  
to be linked with  
847-475-5763  
Registered to OFFENDED  
SHIRLEY OSBOURNE

### News You Can Use - Summary

- AVOID DISCONNECTION
- LOCAL UNLIMITED PKG
- SERVICE FEE
- BEST TIMES TO CALL
- CARRIER INFO
- RATE CHANGE
- IL DNC NOTIFICATION
- MONEY IN YOUR POCKET

See "News You Can Use" for additional information.

### SBC Benefits

- Thank you for being an SBC Connections® customer with ALL DISTANCE® service, featuring savings from:
  - SBC Illinois
  - SBC Long Distance

Your ALL DISTANCE® service includes:

Description	Bill Section	
Economy Solution Plus <sup>SM</sup>	SBC Local Services	28.95
National Connections	SBC Long Distance	20.00
12 Month Promotion	SBC Local Services	-5.00
ALL DISTANCE® Total:		43.95

### Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	3-28	Late Payment Charges	2.03	
Totals			2.03	.00

### SBC Local Services

#### Promotions and Discounts

Item No.	Description	
1	Reward for Economy Solution Plus Promo for bill period Mar 25, 2004	5.00CR

#### Monthly Service - Mar 25 thru Apr 24

Economy Solution Plus <sup>SM</sup>	28.95
Residence Usage Serv	
Line Charge	
Local Saver Pack Unlimitd Plan	
Call Waiting	
Caller Identification	
Calling Name Display	
Voice Mail Plus	
Alternate Answering	
Busy Line Transfer	
Msg Wtg Audible & Visual Ind	
LINE-BACKER®	

By choosing Economy Solution Plus<sup>SM</sup>, you are saving \$14.83 over the cost of the same services purchased separately.

Three Way Calling	4.00
Federal Access Charge	4.50
<b>Total Monthly Service</b>	<b>37.45</b>

Local Services provided by SBC Illinois, SBC Indiana, SBC Michigan, SBC Ohio or SBC Wisconsin based upon the service address location.

U.S. Pat. D410,950 and D414,510

Printed on Recyclable Paper

Return bottom portion with your check in the enclosed envelope.

Amount if Paid  
AFTER Apr 23, 2004

**\$220.02**

Past Due Charges - \$155.83 - Please Pay Immediately  
Billing Date Mar 25, 2004

Account Number  
Please include your account number on your check.

Amount if Paid ON or  
BEFORE Apr 23, 2004

**\$217.07**

Account Number  
708 596-5143 041 6

ALVANDO DEAN  
3663 W 166TH  
MARKHAM, IL 60426-5325

#149.63

Make Checks Payable to:

SBC  
BILL PAYMENT CENTER  
CHICAGO, IL 60663-0001

By Rep. LADADA  
4/6/2004



7708059605143041941140013032000001538000000217070000022002



ALVANDO DEAN  
3663 W 166TH  
MARKHAM, IL 60426-5325

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Account Number 708 596-5143 0416  
Billing Date Mar 25, 2004

## SBC Local Services

### Local Calls

#### Direct Dialed Calls

##### Local Toll - Over 15 Miles

2 Minute(s) / Flat Rate .24  
Total for Direct Dialed Calls .24

Day Rate: Mon-Fri, 9am-11am, 2pm-8pm

Evening Rate: Mon-Fri, 8am-9am, 11am-2pm, 8pm-9pm - 10% Discount

Night/Wknd Rate: 9pm-8am, Sat/Sun/Holidays - 40% Discount

2 Call(s) made this month averaged \$.12 per call

### Local Saver Pack Unlimited

211 Call(s) were placed this month

### Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Item	Quantity	Monthly Charges
No. Description		
Effective Mar 1, 2004, your Bill reflects an increase of \$1.75 in your Monthly Service charges. Charges are prorated from Mar 1, 2004 thru Mar 24, 2004		
1. Monthly Service		1.40

### Local, State and Federal Charges

9-1-1 Emergency System	
Billed for Markham	.85
State Infrastructure Maintenance Fee	.15
State Additional Charges	.02
Infrastructure Maintenance Credit	.79CR
Federal Universal Service Fee	.39
IL Universal Service Fee	.08
Total Local, State and Federal Charges	.70

### Taxes

Federal at 3%	.86
Illinois at 7%	2.13
Municipal Telecommunications Tax	.30
Total Taxes	3.29

Total SBC Local Services Charges 38.08

## News You Can Use

### AVOID DISCONNECTION

All of the charges must be paid each month to keep your account current and avoid collection activities. However, certain charges MUST be paid in order to avoid disconnection of basic local service. Currently, for this account that amount is \$208.73.

### CARRIER INFO

SBC Long Distance, or a company that resells their service, is your long distance and local toll carrier.

### LOCAL UNLIMITED PKG

Provides you with a phone line and unlimited local calling for one low monthly charge. Local calls include Band A and B (Approx 0-15 miles). Unlimited Local is \$9.50 per month plus your access line. To determine your price, please contact a service representative at 1-800-244-4444. Disclaimer: Prices vary by access area. Limited to only direct dialed station-station calls. May not be combined with any other local calling plan. Limitations and restrictions apply. Other taxes and surcharges will apply. For more information, speak with one of our customer service representatives.

### RATE CHANGE

Effective April 15, out of state Local Toll day rates will increase from \$0.30 to \$0.32, evening & night rates will increase from \$0.20 to \$0.22. These changes do not apply to SBC Long Distance. If you have any questions, please contact an SBC Service Representative at 1-800-244-4444. Thank you for choosing SBC Illinois.

### SERVICE FEE

Effective 1/1/04, if you change your long distance carrier, the charge is now \$5.43. The rate now includes a \$0.43 Federal Universal Service Fund (FUSF) fee established by the FCC to support the telecommunication needs of low-income households, consumers in high-cost areas, schools, libraries and rural hospitals. If you have questions, please call your SBC Service Representative at 1-800-244-4444.

### IL DNC NOTIFICATION

The Fed Government established a National Do Not Call Registry to avoid certain unwanted telemarketing calls. For information, to register or revoke registration visit <http://donotcall.gov> or call toll-free 1-888-382-1222 (TTY 1-866-290-4238), from the home number you wish to register. For state specific information about the Illinois Restricted Call Registry Act, visit the Illinois Commerce Commission website at [www.icc.state.il.us/rcr](http://www.icc.state.il.us/rcr).

### BEST TIMES TO CALL

Due to high call volumes experienced on Mondays and Tuesdays, it is generally quicker to reach us Wednesdays through Fridays.

### MONEY IN YOUR POCKET

SBC wants you to know that you or someone you know may be eligible for an income tax refund. Owe less tax and get cash back from the IRS through the Earned Income Tax Credit (EITC). For more information, or to see if you qualify, call the IRS at 1-800-829-1040 or visit [www.irs.gov](http://www.irs.gov). In Chicago, call 3-1-1.

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MARKHAM, IL 60426-5325  
3663 W 166TH  
ALVANDO DEAN



7132.15.590.150548 2 AV 0.503 Apr02,2004

## MARKHAM POLICE DEPARTMENT

## OFFENSE / INCIDENT REPORT

1. OFFENSE / INCIDENT <b>DISORDERLY CONDUCT</b>						2. U.C.R. CODE <b>2825</b>		3. POST <b>385</b>		4. BEAT <b>385</b>		5. SHIFT <b>3</b>			
3. ADDRESS OF OCCURRENCE <b>3663 W 166TH ST</b>						7. NAME OF BUSINESS / LOCATION <b>RESIDENCE</b>						8. SITE			
9. DATE REPORTED MONTH <b>02</b> DAY <b>10</b> YEAR <b>104</b>		10. TIME <b>20:08</b>		11. OCCURRED <b>8 ON</b> <input type="checkbox"/> BETWEEN		12. DATE MONTH <b>02</b> DAY <b>10</b> YEAR <b>104</b>		13. TIME <b>2000</b>		14. DATE MONTH <b>1</b> DAY <b>1</b> YEAR		15. TIME			
16. BIAS CRIME Code <b>N/A</b>		17. <input type="checkbox"/> Satanic/Occult/Ritual Related <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No						18. GANG RELATED Code <b>N/A</b>							
19. CODE <b>I</b>		20. COMPLAINANT <b>ALVARADO DEAN</b>		<input type="checkbox"/> VICTIM		21. SEX <b>M</b>		22. RACE <b>B</b>		23. DOB MONTH <b>02</b> DAY <b>17</b> YEAR <b>1967</b>		24. RES PHONE <b>(708) 596-5143</b>			
25. ADDRESS <b>3663 166TH ST</b>						CITY <b>MARKHAM</b>		STATE <b>IL</b>		ZIP <b>60426</b>		26. BUS PHONE			
27. CODE		28. VICTIM <input type="checkbox"/> WITNESS		29. SEX		30. RACE		31. DOB MONTH <b>1</b> DAY <b>1</b> YEAR		32. RES PHONE					
33. ADDRESS						CITY		STATE		ZIP		34. BUS PHONE			
35. CODE		36. VICTIM <input type="checkbox"/> WITNESS		37. SEX		38. RACE		39. DOB MONTH <b>1</b> DAY <b>1</b> YEAR		40. RES PHONE					
41. ADDRESS						CITY		STATE		ZIP		42. BUS PHONE			
43. (Any Offender Suspected of Using) A Alcohol C Computer D Drugs N N/A				44. <input type="checkbox"/> SUSPECT <input checked="" type="checkbox"/> OFFENDER <input type="checkbox"/> UNKNOWN				45. <input type="checkbox"/> SEE ARREST REPORT ARREST #							
46. #1 (LAST - FIRST - MI) OR DESCRIBE CLOTHING <b>OSBORNE, SHIRLEY</b>						47. SEX <b>F</b>		48. RACE		49. D.O.B. MONTH <b>1</b> DAY <b>1</b> YEAR		50. HT.			
2. RESIDENCE ADDRESS <b>1809 BROWN AVE EVANSTON IL 60201</b>						CITY		STATE		ZIP		51. WT.			
55. #2 (LAST - FIRST - MI) OR DESCRIBE CLOTHING <b>MICHAEL</b>						56. SEX <b>M</b>		57. RACE		58. D.O.B. MONTH <b>1</b> DAY <b>1</b> YEAR		59. HT.			
61. RESIDENCE ADDRESS <b>UNK</b>						CITY		STATE		ZIP		60. WT.			
64. HAIR LENGTH 1 2 <input type="checkbox"/> LONG <input type="checkbox"/> MEDIUM <input type="checkbox"/> SHORT <input type="checkbox"/> RECEDING <input type="checkbox"/> BALDING <input type="checkbox"/> BALD		65. HAIR STYLE 1 2 <input type="checkbox"/> AFRO/NATURAL <input type="checkbox"/> BRAIDED <input type="checkbox"/> BUSHY <input type="checkbox"/> DIRTY/GREASY <input type="checkbox"/> MILITARY <input type="checkbox"/> PROCESSED <input type="checkbox"/> STYLED <input type="checkbox"/> UNCOMBED <input type="checkbox"/> WAVEY/CURLY <input type="checkbox"/> OTHER		66. FACIAL HAIR 1 2 <input type="checkbox"/> CLEANSHAVEN <input type="checkbox"/> FULL BEARD <input type="checkbox"/> FU MANCHU <input type="checkbox"/> FUZZ <input type="checkbox"/> GOATEE <input type="checkbox"/> LOWER LIP <input type="checkbox"/> MUSTACHE <input type="checkbox"/> SIDEBURNS <input type="checkbox"/> UNSHAVEN <input type="checkbox"/> OTHER		67. COMPLEXION 1 2 <input type="checkbox"/> LIGHT <input type="checkbox"/> MEDIUM <input type="checkbox"/> DARK <input type="checkbox"/> RUDDY <input type="checkbox"/> TANNED <input type="checkbox"/> MULATTO <input type="checkbox"/> ALBINO <input type="checkbox"/> ACNE <input type="checkbox"/> FRECKLED <input type="checkbox"/> OTHER		68. TEETH 1 2 <input type="checkbox"/> BROKEN <input type="checkbox"/> BUCK TEETH <input type="checkbox"/> DECAYED <input type="checkbox"/> DIRTY <input type="checkbox"/> GOLD <input type="checkbox"/> GOLD LINED <input type="checkbox"/> GOLD DESIGN <input type="checkbox"/> MISSING <input type="checkbox"/> VERY WHITE <input type="checkbox"/> OTHER		69. APP/DEMEANOR 1 2 <input type="checkbox"/> DIRTY <input type="checkbox"/> FLASHY <input type="checkbox"/> NEAT <input type="checkbox"/> ANGRY <input type="checkbox"/> CALM <input type="checkbox"/> COCKY <input type="checkbox"/> DRUNK <input type="checkbox"/> NERVOUS <input type="checkbox"/> VIOLENT <input type="checkbox"/> OTHER		70. SPEECH 1 2 <input type="checkbox"/> ACCENT <input type="checkbox"/> RAPID <input type="checkbox"/> SLOW <input type="checkbox"/> LOUD <input type="checkbox"/> SOFT <input type="checkbox"/> LISPS <input type="checkbox"/> NASAL <input type="checkbox"/> RASPY <input type="checkbox"/> STUTTER <input type="checkbox"/> OTHER		71. R/L HANDED 1 2 <input type="checkbox"/> RIGHT <input type="checkbox"/> LEFT <input type="checkbox"/> UNKNOWN  72. BUILD 1 2 <input type="checkbox"/> LIGHT <input type="checkbox"/> MEDIUM <input type="checkbox"/> HEAVY	
<b>SUSPECT/OFFENDER'S VEHICLE INFORMATION</b>															
73. YEAR		74. MAKE		75. MODEL		76. BODY STYLE		77. TOP COLOR		78. BOTTOM		79. LICENSE NO.			
80. MO.		81. YR.		82. SUPPORT PERSONNEL REQUESTED <input type="checkbox"/> E.T. <input type="checkbox"/> Investigations <input type="checkbox"/> Juv <input type="checkbox"/> S.O.G.		83. TIME NOTIFIED		84. E.T. ASSIGNED		85. STAR		86. TIME ARV			
87. INVEST/JUV/S.O.G. ASSIGNED		88. DATE REPORTING OFFICER ARRIVED MONTH <b>02</b> DAY <b>10</b> YEAR <b>2004</b> TIME <b>2010</b>		89. DATE INVESTIGATION COMPLETED MONTH <b>02</b> DAY <b>10</b> YEAR <b>2004</b> TIME <b>2029</b>		90. SUPERVISOR APPROVING <b>WILSON</b> STAR NO. <b>404</b>		91. REPORTING OFFICER (Print or Type) <b>P. OWENS</b> STAR NO. <b>524</b>		92. REPORTING OFFICER (Print or Type) <b>P. Owen</b> STAR NO. <b>524</b>		93. DATE MONTH <b>02</b> DAY <b>10</b> YEAR <b>2004</b> TIME <b>2224</b>			
94. COMPLAINT NUMBER <b>04-1187</b>															

35. Narrative: IN SUMMARY R/O WAS DISPATCHED TO 3663 W 166TH ST IN REFERENCE TO TELEPHONE HARASSMENT. UPON ARRIVAL R/O SPOKE WITH C/P A. DEAN WHO STATED THAT AT APPROX. 10:20 HE RECEIVED A PHONE CALL FROM A MALE SUBJECT NAMED MICHAEL. MICHAEL STATED HE WAS A COOK COUNTY SHERIFF CALLING FROM COOK COUNTY JAIL (773-376-3724). MICHAEL FURTHER STATED THAT HE WAS INVOLVED IN AN AUTOMOBILE ACCIDENT IN A CAR BELONGING TO A WOMAN NAMED BARBARA, AND THAT HE FOUND THE C/P'S PHONE NUMBER INSIDE OF BARBARA'S VEHICLE. C/P STATED HE DOES NOT KNOW EITHER MICHAEL, OR BARBARA, AT WHICH POINT HE TERMINATED THE PHONE CALL. C/P STATED THAT HE RECEIVED NUMEROUS PHONE CALLS FROM 773-376-3724 ON TODAY'S DATE WHICH HE DID NOT ANSWER. C/P FURTHER STATED MICHAEL GAVE HIM THE TELEPHONE NUMBER TO CONTACT BARBARA AT 847-475-5763. UPON CONTACTING HIS PHONE SERVICE PROVIDER (SBC) C/P WAS ADVISED BY REPRESENTATIVES THAT HE HAD BEEN THE VICTIM OF A "TELEPHONE SCAM" WHICH ALLOWED HIS PHONE NUMBER TO BE LINKED WITH 847-475-5763 REGISTERED TO OFFENDER SHIRLEY OSBOURNE. C/P STATED SBC ADVISED HIM THEY WOULD CONDUCT AN INVESTIGATION THROUGH THERE FRAUD DEPT. AND ADVISED HIM TO NOTIFY LOCAL POLICE. NO FURTHER AT THIS TIME.

**BIAS CRIME CODE Box 16:** This is a code to be used to report an incident and/or arrest which is motivated because of the following:

**Racial Bias**

- 11 Anti-White
- 12 Anti-Black
- 13 Anti-American Indian / Alaskan Native
- 14 Anti-Asian / Pacific Islander
- 15 Anti-Multi-Racial Group

**Religious Bias**

- 21 Anti-Jewish
- 22 Anti-Catholic
- 23 Anti-Protestant
- 24 Anti-Islamic
- 25 Anti-Other Religion (Hindu, etc.)
- 26 Anti-Multi-Religious Group
- 27 Anti-Atheist / Agnostic / etc.

**Ethnicity / National Origin Bias**

- 31 Anti-Arab
- 32 Anti-Hispanic
- 33 Anti-Other Ethnic / National

**Sexual Orientation Bias**

- 41 Anti-Male Homosexual (Gay)
- 42 Anti-Female Homosexual (Lesbian)
- 43 Anti-Homosexual (Both)
- 44 Anti-Heterosexual (Straight)
- 45 Anti-Bisexual (AC-DC)

**VICTIM TYPE CODE Boxes 19, 27, 35**

- |                       |                           |
|-----------------------|---------------------------|
| B = Victim Business   | U = Victim Unknown        |
| S = Victim Society    | P = Victim Police Officer |
| O = Victim Other      | I = Victim Individual     |
| G = Victim Government | R = Victim Religious Org. |
| F = Victim Financial  |                           |

**GANG TYPE CODE Box 18**

- H = Hate Group
- S = Street Gang
- M = Motorcycle Gang
- O = Other Gang
- U = Unknown

# SBC Long Distance

ALVANDO DEAN  
3663 W 166TH  
MARKHAM, IL 60426-5325

Page 3 of 5  
Account Number 708 596-5143 0416  
Billing Date Mar 25, 2004

Questions? 1-800-244-4444

## Important Information

Message Regarding Terms & Conditions  
To view your Terms & Conditions for SBC Long Distance, access [www.sbc.com/public\\_affairs](http://www.sbc.com/public_affairs) or call 1-888-225-8530 to have a copy mailed.  
This portion of your SBC bill is provided as a courtesy service to the above company. Please review all charges carefully - they may include those of a service provider not shown on a previous bill. In addition, nonpayment of toll charges may result in disconnection of local service, and other services may be restricted if not paid. Unpaid accounts also may be subject to collection action. If you have questions about any of the charges appearing on this page, please call the number shown above.

## Current Charges

Invoice Summary	
Current Charges	
Service Charges	20.00
Credits and Adjustments	.00
Call Charges	.00
Local, State and Federal Charges	.86
Taxes	2.30
Total SBC Long Distance Current Charges	23.16

## Service Charges

### Monthly Service Charges

Type of Service	Period	Qty	
1 National Connections	03/09-04/08	1	20.00
Total Monthly Service Charges			20.00

Total Service Charges 20.00

## Call Charges

Calls for 708-596-5143

### Domestic

No.	Date	Time	Place Called	Number	Code	Min	Amount
2	2-07	254P	CHICAGO	IL 773 972-6356	D	1:00	.00
3	2-07	255P	LA GRANGE	IL 708 829-5077	D	1:00	.00
4	2-08	842A	CHICAGO	IL 773 921-8875	D	1:00	.00
5	2-08	850A	OAK PARK	IL 708 383-4474	D	1:00	.00
6	2-09	1226P	SPRINGFLD	IL 217 524-0084	D	6:00	.00
7	2-09	1235P	SPRINGFLD	IL 217 782-6830	D	12:00	.00
8	2-09	1247P	OAK PARK	IL 708 383-4474	D	2:00	.00
9	2-09	655P	KIRKSVILLE	MO 660 785-4851	D	1:00	.00
10	2-09	936P	NORTHBROOK	IL 708 817-6417	D	1:00	.00
11	2-10	1034A	MEMPHIS	TN 901 942-1515	D	6:00	.00
12	2-10	1112A	EVANSTON	IL 847 475-5763	D	1:00	.00
13	2-10	1113A	EVANSTON	IL 847 475-5763	D	1:00	.00
14	2-10	1114A	EVANSTON	IL 847 475-5763	D	15:00	.00
15	2-10	1129A	EVANSTON	IL 847 475-5763	D	1:00	.00
16	2-10	1130A	EVANSTON	IL 847 475-5763	D	16:00	.00
17	2-10	1139A	NORTHBROOK	IL 708 817-6417	D	1:00	.00
18	2-10	1140A	MEMPHIS	TN 901 332-4122	D	1:00	.00

## Invoice Billing - Continued

No.	Date	Time	Place Called	Number	Code	Min	Amount
19	2-10	1141A	MEMPHIS	TN 901 332-4122	D	17:00	.00
20	2-10	1146A	EVANSTON	IL 847 475-5763	D	1:00	.00
21	2-10	1147A	EVANSTON	IL 847 475-5763	D	3:00	.00
22	2-10	1150A	EVANSTON	IL 847 475-5763	D	16:00	.00
23	2-10	1206P	EVANSTON	IL 847 475-5763	D	16:00	.00
24	2-10	1222P	EVANSTON	IL 847 475-5763	D	16:00	.00
25	2-10	1238P	EVANSTON	IL 847 475-5763	D	16:00	.00
26	2-10	112P	HIGHLAND	IN 219 923-1499	D	15:00	.00
27	2-10	342P	EVANSTON	IL 847 475-5763	D	1:00	.00
28	2-10	342P	EVANSTON	IL 847 475-5763	D	1:00	.00
29	2-10	343P	EVANSTON	IL 847 475-5763	D	16:00	.00
30	2-10	359P	EVANSTON	IL 847 475-5763	D	16:00	.00
31	2-10	415P	EVANSTON	IL 847 475-5763	D	16:00	.00
32	2-10	431P	EVANSTON	IL 847 475-5763	D	16:00	.00
33	2-10	447P	EVANSTON	IL 847 475-5763	D	1:00	.00
34	2-10	449P	EVANSTON	IL 847 475-5763	D	1:00	.00
35	2-10	450P	EVANSTON	IL 847 475-5763	D	1:00	.00
36	2-10	451P	EVANSTON	IL 847 475-5763	D	1:00	.00
37	2-10	453P	EVANSTON	IL 847 475-5763	D	1:00	.00
38	2-10	455P	EVANSTON	IL 847 475-5763	D	16:00	.00
39	2-10	512P	EVANSTON	IL 847 475-5763	D	16:00	.00
40	2-10	530P	EVANSTON	IL 847 475-5763	D	1:00	.00
41	2-10	531P	EVANSTON	IL 847 475-5763	D	1:00	.00
42	2-10	556P	EVANSTON	IL 847 475-5763	D	1:00	.00
43	2-10	557P	EVANSTON	IL 847 475-5763	D	1:00	.00
44	2-10	558P	EVANSTON	IL 847 475-5763	D	1:00	.00
45	2-10	600P	EVANSTON	IL 847 475-5763	D	1:00	.00
46	2-10	634P	EVANSTON	IL 847 475-5763	D	1:00	.00
47	2-10	642P	EVANSTON	IL 847 475-5763	D	1:00	.00
48	2-10	643P	EVANSTON	IL 847 475-5763	D	1:00	.00
49	2-12	847A	HINSDALE	IL 630 288-1087	D	16:00	.00
50	2-12	1100A	JACKSONVL	FL 904 785-9830	D	2:00	.00
51	2-12	1142A	CHICAGO	IL 773 826-7492	D	1:00	.00
52	2-12	710P	JACKSONVL	FL 904 233-0134	D	14:00	.00
53	2-12	753P	ROSWELL	GA 678 360-3519	D	30:00	.00
54	2-12	823P	NORTHBROOK	IL 708 533-5590	D	1:00	.00
55	2-12	826P	KIRKSVILLE	MO 660 785-4851	D	1:00	.00
56	2-13	939A	CHICAGO	IL 312 814-3000	D	2:00	.00
57	2-13	1237P	OAK PARK	IL 708 383-4474	D	3:00	.00
58	2-13	900P	ROSWELL	GA 678 360-3519	D	1:00	.00
59	2-15	700P	ROSWELL	GA 678 360-3519	D	1:00	.00
60	2-15	708P	ROSWELL	GA 678 360-3519	D	21:00	.00
61	2-16	221P	NORTHBROOK	IL 708 817-6417	D	1:00	.00
62	2-16	318P	CHICAGO	IL 312 836-5555	D	5:00	.00
63	2-16	345P	OAK PARK	IL 708 383-4474	D	1:00	.00
64	2-16	714P	MEMPHIS	TN 901 774-5785	D	13:00	.00
65	2-16	735P	ROSWELL	GA 678 360-3519	D	4:00	.00
66	2-16	739P	KIRKSVILLE	MO 660 785-4851	D	1:00	.00
67	2-17	1256P	NORTHBROOK	IL 708 817-6417	D	1:00	.00
68	2-17	117P	CHICAGO	IL 312 814-2850	D	23:00	.00
69	2-18	831A	NORTHBROOK	IL 708 817-6417	D	1:00	.00
70	2-18	914A	CHICAGO	IL 312 814-2850	D	2:00	.00
71	2-18	929A	CHICAGO	IL 312 803-5540	D	6:00	.00
72	2-18	157P	KIRKSVILLE	MO 660 785-4851	D	7:00	.00
73	2-20	213P	CHICAGO	IL 312 341-1070	D	2:00	.00
74	2-20	218P	OAK PARK	IL 708 383-4474	D	2:00	.00
75	2-20	551P	PHOENIX	AZ 602 423-3903	D	1:00	.00
76	2-20	553P	PHOENIX	AZ 602 423-9032	D	1:00	.00

# SBC Long Distance

ALVANDO DEAN  
3663 W 166TH  
MARKHAM, IL 60426-5325

Page 5 of 5  
Account Number 708 596-5143 041 6  
Billing Date Mar 25, 2004

Questions? 1-800-244-4444

## Current Charges

### Invoice Billing - Continued

Total Call Charges .00

### Local, State and Federal Charges

1 Fed Universal Service Fund	.70
2 Regulatory Surcharges	.01
3 IL State Telecom Infrastructure Maint	.10
4 IL USF Surcharge	.05
Total Local, State and Federal Charges	.86

### Taxes

5 Federal	.62
6 State	.02
7 Municipal	1.66
8 Non Home State	.00
Total Taxes	2.30

Total Invoice Charges ..... 23.16

### Key for Calling Codes:

A Anytime	B Collect	C Calling Card
D Day	E Evening	F Call Forwarding
H Third Number	I Special Intrastate	L Late Night
M Multiple Rate Period	N Night/Weekend	
O Operator Completed - Dial Rates Apply	P Person to Person	
R Standard Overseas	S Station to Station	T Discount Overseas
X Conference	Y Economy Overseas	3 Three Way

Total SBC Long Distance Charges 23.16

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BY TAMMY CHASE  
Business Reporter

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The judge at the time, Cook County Judge Robert Boharic, said the deal gave "no financial reward to the customers who claim they were deceived." And if customers forgot to cancel the speed dial at month's end, they'd start getting charged for the service, CUB said at the time in its criticism of the proposed settlement.

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Friday by Cook County Judge Peter Flynn, SBC customers will get a \$15 credit on their phone bill if they have subscribed to voice mail for a year or more, \$10 credit for customers who have had SBC voice mail for six months to a year and \$5 for customers with voice mail for fewer than six months.

Former SBC customers who had voice mail through SBC are eligible to get a check from the company.

SBC said it entered into the settlement "to put a swift end to further litigation and move forward with business as usual." The company denied any allegations of wrongdoing or liability.

SBC will notify its customers through their bills of a form they must fill out to get the credit. Former SBC customers can call SBC to get a form, said CUB attorney Rob Kelter.

The settlement also requires SBC to notify customers that they will be charged for checking their voice mail and each time callers leave messages in their voice mail, Kelter said. And, SBC will have to fully disclose in solicitations that voice mail customers will be charged for checking their service.

See this SBC Phone Bills December 25, 2003

This is The First Bill that I Sign up for long Distance 11-7-2003 with SBC. it clearly shown \$48.95 <sup>SBC</sup> discounts for a total of \$43.95 for the first year and only \$48.95 after that ALL Local and State/Federal taxes included that is on the front of this Bill and a list of all TAX charges included.

This is What I Sign up for. SBC Breach of Contract. Misleading and deceiving, Wrongdoing/Deceptive-Business-Practices. See CUB — where SBC was sued/Attorney Robert Kelter of CUB 1999 for wrongdoing. — Alvarado Deans Sr. (SBC-Stealing my Phone Bill)



ALVANDO DEAN  
3663 W 166TH  
HARVEY, IL 60426-5325

Page 1 of 3  
Account Number 708 596-5143 041 6  
Billing Date Dec 25, 2003

Web Site www.sbc.com

## Monthly Statement

Nov 26 - Dec 25, 2003

### Bill-At-A-Glance

Previous Bill	47.81
Payment	.00
Adjustments	.68
Past Due - Please Pay Immediately <i>paid</i>	48.49
Current Charges	64.23
<b>Total Amount Due</b>	<b>\$112.72</b>
Current Charges Due in Full By	Jan 26, 2004

### Billing Summary

#### Questions? Call:

SBC Local Services	37.93
1-800-244-4444	
Repair Service:	
1-888-611-4466	
Automated Billing/Payment Arrangements:	
1-800-873-5501	
SBC Long Distance	26.30
1-800-244-4444	
<b>Total of Current Charges</b>	<b>64.23</b>

### News You Can Use - Summary

- AVOID DISCONNECTION
  - CARRIER CHANGE
  - SERVICE FEE (FUSF)
  - BEST TIMES TO CALL
- See "News You Can Use" for additional information.

### SBC Benefits

Thank you for subscribing to ALL DISTANCE® services. You get unlimited local, in-state, and state-to-state calling plus local phone service with Caller ID, Voice Mail Plus and more. All for just \$48.95 a month.

28.95	Economy Solution® Plus, appearing under SBC Local Services
20.00	National Connections, provided by SBC Long Distance
48.95	<b>Total ALL DISTANCE®</b>

### Detail of Payments and Adjustments

Item No.	Date Description	Adjustments	Payments
1	12-29 Late Payment Charges	.68	
Totals		.68	.00

### SBC Local Services

#### Promotions and Discounts

Item No.	Description	
1	Reward for Economy Solution Plus Promo for bill period Dec 25, 2003	5.00CR

#### Monthly Service - Dec 25 thru Jan 24

Economy Solution Plus <sup>SM</sup>	28.95
Residence Usage Serv	
Line Charge	
Local Saver Pack Unlimitd Plan	
Call Waiting	
Caller Identification	
Calling Name Display	
Voice Mail Plus	
Alternate Answering	
Busy Line Transfer	
Msg Wtg Audible & Visual Ind	
LINE-BACKER®	

By choosing Economy Solution Plus<sup>SM</sup>, you are saving \$14.83 over the cost of the same services purchased separately.

Three Way Calling	2.25
Call Forwarding	2.25
Federal Access Charge	4.50
<b>Total Monthly Service</b>	<b>37.95</b>

Local Services provided by SBC Illinois, SBC Indiana, SBC Michigan, SBC Ohio or SBC Wisconsin based upon the service address location.

U.S. Pat. D410,960 and D414,510

Printed on Recyclable Paper

Return bottom portion with your check in the enclosed envelope.

Amount if Paid  
AFTER Jan 26, 2004

**\$114.34**

Past Due Charges - \$48.49 - Please Pay Immediately  
Billing Date Dec 25, 2003

Account Number  
Please include your account number on your check.

Amount if Paid ON or  
BEFORE Jan 26, 2004

**\$112.72**

**708 596-5143 041 6**

ALVANDO DEAN  
3663 W 166TH  
HARVEY, IL 60426-5325

Make Checks Payable to:

SBC  
BILL PAYMENT CENTER  
CHICAGO, IL 60663-0001



7708059605143041910260013032000000478100000112720000011434





ALVANDO DEAN  
3663 W 166TH  
HARVEY, IL 60426-5325

Page 2 of 3  
Account Number 708 596-5143 041 6  
Billing Date Dec 25, 2003

### SBC Local Services

#### Local Calls

##### Direct Dialed Calls

##### Local Toll - Over 15 Miles

9 Minute(s) / Flat Rate	.90
Total for Direct Dialed Calls	.90

Day Rate: Mon-Fri, 9am-11am, 2pm-8pm

Evening Rate: Mon-Fri, 8am-9am, 11am-2pm, 8pm-9pm - 10% Discount

Night/Wknd Rate: 9pm-8am, Sat/Sun/Holidays - 40% Discount

2 Call(s) made this month averaged \$.45 per call

#### Saver Pack 200

##### Local Toll - Over 15 Miles

67 minutes included in plan

70 additional minutes

billed at \$.04 per Minute

2.80

#### Local Saver Pack Unlimited

241 Call(s) were placed this month

Total Local Calls	3.70
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#### Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Item	Quantity	Monthly Charges
No. Description		
Services Changed on Dec 4, 2003		
Charges for Services Added		
(Monthly Charges are Prorated from Dec 5, 2003 to your Billing Date, Dec 25, 2003)		
1. Three Way Calling	1	2.25 1.50
2. Call Forwarding	1	2.25 1.50
3. Economy Solution Plus <sup>SM</sup>	1	28.95 19.29
Services Changed on Dec 4, 2003		
Credits for Services Removed		
(Monthly Charges were Billed in Advance and are Prorated from Dec 5, 2003 to Dec 25, 2003)		
4. Sensible Local Solution <sup>SM</sup>	1	34.46 22.97CR
5. Privacy Manager	1	3.20 2.13CR
Total Additions and Changes to Service		2.81CR

#### Local, State and Federal Charges

9-1-1 Emergency System	
Billed for Markham	.85
State Infrastructure Maintenance Fee	.14
State Additional Charges	.02
Infrastructure Maintenance Credit	.79CR
Number Portability Surcharge	.28
Federal Universal Service Fee	.43
IL Universal Service Fee	.08
Total Local, State and Federal Charges	1.01

#### Taxes

Federal at 3%	.82
Illinois at 7%	1.98
Municipal Telecommunications Tax	.28
Total Taxes	3.08

Total SBC Local Services Charges	37.93
----------------------------------	-------

### News You Can Use

#### AVOID DISCONNECTION

All of the charges must be paid each month to keep your account current and avoid collection activities. However, certain charges MUST be paid in order to avoid disconnection of basic local service. Currently, for this account that amount is \$105.02.

#### CARRIER CHANGE

Our records indicate that your primary local toll and long distance companies have changed. The new company is SBC Long Distance or a company whose services are billed by this company. Your new company has agreed to pay the fee for changing long distance companies. Please contact us if this does not agree with your records.

#### SERVICE FEE (FUSF)

Effective 10/1/03, if you change your long distance carrier, the charge is increasing from \$5.00 to \$5.46. The rate now includes a \$0.46 Federal Universal Service Fund (FUSF) fee set up by the FCC to support the telecommunication needs of low-income households, consumers in high-cost areas, schools, libraries & rural hospitals. Questions? Call an SBC Rep. at 1-800-660-1000.

#### BEST TIMES TO CALL

Due to high call volumes experienced on Mondays and Tuesdays, it is generally quicker to reach us Wednesdays through Fridays.

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1681.021.208238.01.02.0000000 NNNYYNY 3361.3361



HARVEY, IL 60426-5325  
3663 W 166TH  
ALVANDO DEAN



1681.21.848.208238 1 AV 0.278 Jan05,2004

# SBC Long Distance

ALVANDO DEAN  
3663 W 166TH  
HARVEY, IL 60426-5325

Page 3 of 3  
Account Number 708 596-5143 041 6  
Billing Date Dec 25, 2003

Questions? 1-800-244-4444

## Important Information

### SBC Long Distance

Thank you for your business. We appreciate the opportunity to serve you.

This portion of your SBC bill is provided as a courtesy service to the above company. Please review all charges carefully - they may include those of a service provider not shown on a previous bill. In addition, nonpayment of toll charges may result in disconnection of local service, and other services may be restricted if not paid. Unpaid accounts also may be subject to collection action. If you have questions about any of the charges appearing on this page, please call the number shown above.

## Current Charges

### Invoice Summary

Current Charges	
Service Charges	22.67
Credits and Adjustments	.00
Call Charges	.00
Local, State and Federal Charges	1.02
Taxes	2.61
<b>Total SBC Long Distance Current Charges</b>	<b>26.30</b>

### Service Charges

#### Monthly Service Charges

Type of Service	Period	Qty	
1 National Connections(Prorated)	12/05-12/08	1	2.67
2 National Connections	12/09-01/08	1	20.00
<b>Total Monthly Service Charges</b>			<b>22.67</b>
<b>Total Service Charges</b>			<b>22.67</b>

### Call Charges

#### Calls for 708-596-5143

##### Domestic

No.	Date	Time	Place Called	Number	Code	Min	Amount
3	12-04	1219P	MEMPHIS	TN 901 523-8822	D	5:00	.00
4	12-04	1226P	MEMPHIS	TN 901 523-1222	D	3:00	.00
5	12-04	849P	KIRKSVILLE	MO 660 785-4851	D	7:00	.00
6	12-05	928A	CHICAGO	IL 312 603-5540	D	1:00	.00
7	12-05	1135A	CHICAGO	IL 312 603-5540	D	1:00	.00
8	12-05	159P	CHICAGO	IL 312 463-0357	D	2:00	.00
9	12-05	214P	CHICAGO	IL 312 332-7851	D	1:00	.00
10	12-06	119A	KIRKSVILLE	MO 660 785-4851	D	2:00	.00
11	12-06	1004A	HIGHLAND	IN 219 923-1499	D	22:00	.00

Subtotal Domestic Calls for 708-596-5143 .00

Total Domestic Calls for 708-596-5143 .00

Total Calls for 708-596-5143 .00

### Invoice Billing - Continued

Total Call Charges .00

### Local, State and Federal Charges

12 Fed Universal Service Fund	.84
13 Regulatory Surcharges	.01
14 IL State Telecom Infrastructure Maint	.12
15 IL USF Surcharge	.05
<b>Total Local, State and Federal Charges</b>	<b>1.02</b>

### Taxes

16 Federal	.71
17 State	.02
18 Municipal	1.88
19 Non Home State	.00
<b>Total Taxes</b>	<b>2.61</b>

Total Invoice Charges ..... 26.30

### Key for Calling Codes:

A Anytime	B Collect	C Calling Card
D Day	E Evening	F Call Forwarding
H Third Number	I Special Intrastate	L Late Night
M Multiple Rate Period	N Night/Weekend	
O Operator Completed - Dial Rates Apply	P Person to Person	
R Standard Overseas	S Station to Station	T Discount Overseas
X Conference	Y Economy Overseas	3 Three Way

Total SBC Long Distance Charges 26.30

*Jason*

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SBC Breach of Contract  
overcharging its Customers  
Wrongdoing, Blaming phone  
Bills  
Deceptive BUSINESS PRACTICES,

See SBC was Sued by CUB Attorney  
Robert Kelter 1999. For WRONGDOING.

Alvando Deans SR,

# Call from home all you want.

Introducing SBC phone service at its most affordable!

Alvando Dean  
3663 W. 166th St.  
Harvey, IL 60426-5325



GOING BEYOND THE CALL®

Dear Alvando Dean,

Great news! With new *All Distance*® service, you can make all the direct-dialed long distance calls from home you want, to anywhere nationwide. Continue to enjoy many of the same local calling features you currently have, plus save every month on your long distance calls. It's all just \$43.95\* a month for the first year and only \$48.95 after that.

## New *All Distance*® service — a new way to look at your phone service

For just \$43.95 a month for the first year, you get:

- Unlimited nationwide direct-dialed SBC long distance calling from your home to anyone, anytime, anywhere in the U.S.
- Your phone line with unlimited local calls
- Voice Mail Plus
- Caller ID
- Call Waiting
- Wire maintenance plan
- SBC local and SBC Long Distance services on the same bill

Because we know everyone has different calling needs, we can provide a variety of services for exactly the way you call. For example, you can add *International SaverPlus*™ II for just \$2.95 a month and get our lowest per-minute rate to over 200 countries. Also, *Canada Plus* is only \$4.95 a month, and you get unlimited calling to Canada and our lowest per-minute international rates. Call now and let us help find the right combination of money-saving services for you. One more way we bring it all home.

To take advantage of unlimited SBC Long Distance now, call **1.800.533.6293** or visit [sbc.com/alldistance10](http://sbc.com/alldistance10).

Sincerely,

Jeff Urbanek  
Executive Director — Consumer Marketing

**Unlimited long distance. Call anyone,  
anywhere nationwide, anytime 24/7.**

For SBC residential, local-service customers only. \*\$43.95 offer expires 1/31/04. Long distance service offered and priced by SBC Long Distance where FCC approval has been given. *All Distance*® service price includes \$20 unlimited direct-dialed long distance service. Includes SBC local telephone company service and Economy Solution Plus. Equipment required for Caller ID. (Some information is blocked or unavailable.) Excludes calling card calls and long distance for business or Internet. Available in voice mail-capable areas only. Additional availability and credit restrictions apply. *Canada Plus*: Customer must also subscribe to the National Connections™ or National Connections™ Plus domestic unlimited calling plan from SBC Long Distance to qualify. This offer is not valid with any other SBC Long Distance domestic price plans. If you change domestic plans or disconnect any of the required components of your National Connections or National Connections Plus plan, then you will no longer be eligible for this special international plan rate. If this occurs, we will remove *Canada Plus* from your account, and your international calls will be rated at Basic Peak and Off-Peak rates. Mobile termination charges may apply. *International SaverPlus*™ II: Must subscribe to an SBC Long Distance domestic, outbound, interstate, Unlimited or Block of Time usage optional calling plan. If you change domestic plans or disconnect any of the required components of your domestic plan, then you will no longer be eligible for this special international plan rate. If this occurs, we will remove *International SaverPlus* II from your account, and your international calls will be rated at Basic Peak and Off-Peak rates. Duration of each call is recorded in whole minutes with partial minutes rounded to the next whole minute. Mobile termination charges may apply. Taxes, fees, universal service, Local Calling Plus calls and installation extra. All SBC trademarks belong to SBC Knowledge Ventures, L.P. © 2003 SBC Knowledge Ventures, L.P. All rights reserved.

0007337 263 4 5

SBC  
P.O. Box 7215  
Indianapolis, IN 46207



February 13, 2004  
708 596-5143

300111 0156167 0000 0002363 0002363

Alvando Dean  
3663 W. 166th St.  
Harvey, IL 60426-5325



Dear Alvando Dean,

When you tried to reach us recently, you may have experienced longer than expected delays. The overwhelming response to our newly launched SBC Long Distance programs has created unusually heavy call volumes.

This is not an excuse but simply an explanation, one I felt you as a valued SBC customer deserve to have.

We are addressing the issue to make us more readily accessible when you contact SBC. We are hiring more representatives in our Midwest call centers. We also are encouraging customers to phone SBC later in the week, avoiding Mondays and Tuesdays, traditionally heavy days for customer calls to SBC. Other upcoming improvements will result in further increasing the high level of customer service you've come to expect from SBC.

Service to our customers is a priority at SBC, and I assure you that we will continue efforts to meet your high expectations and ours.

Sincerely,

1-800-259-0771

*Paul Roth*

Paul Roth  
President-SBC Consumer Markets Midwest

SBC  
2401 W. Grace St., Floor 1  
Chicago, IL 60618



December 9, 2003

300111 144616 0026963 343 0  
Alvando Dean  
3663 W 166Th  
Harvey IL 60426



Dear Alvando Dean:

Thank you for your interest in SBC Slamming Protection. This service helps ensure that your phone service is not switched without your knowledge or consent. There is no charge for this service.

In order to place the slamming protection on your line(s), you need to complete the enclosed authorization form. Once completed, please return it via the enclosed self-addressed envelope or fax it to the following toll-free number 1-866-867-2409. We then will activate slamming protection on your phone line(s) to ensure that your carrier will not be changed without your consent. If you decide to change your carrier, you first must contact us to authorize removal of the slamming protection.

Thank you for choosing SBC service. We look forward to continuing to serve you in the future. If you have any questions about SBC Slamming Protection or the enclosed form, please call us at 1-800-244-4444.

Sincerely,

*Donna M. Friday*

Donna M. Friday  
Service Representative  
224

Account: 708 596-5143 041 6

Encl: Form

Encl: 405SLMR2

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See SBC Phone Bills January 25, 2004  
Both Front and Back. included Federal, State, and Local TAX  
included in this SBC package - ALL Distance For \$43.95  
SBC Breach of Contract / Wrongdoing overcharging  
me Slamming my Phone Bills.  
SBC Deceptive Business Practices. SBC was Sued  
CUB Attorney Robert Kelter 1999. (for Wrongdoing.)  
Abando Dean SR.

# Call from home all you want.

Introducing SBC phone service at its most affordable!

Alvando Dean  
3663 W. 166th St.  
Harvey, IL 60426-5325



GOING BEYOND THE CALL.®

Dear Alvando Dean,

Great news! With new *All Distance*® service, you can make all the direct-dialed long distance calls from home you want, to anywhere nationwide. Continue to enjoy many of the same local calling features you currently have, plus save every month on your long distance calls. It's all just \$43.95\* a month for the first year and only \$48.95 after that.

**New *All Distance*® service — a new way to look at your phone service**

For just \$43.95 a month for the first year, you get:

- Unlimited nationwide direct-dialed SBC long distance calling from your home to anyone, anytime, anywhere in the U.S.
- Your phone line with unlimited local calls
- Voice Mail Plus
- Caller ID
- Call Waiting
- Wire maintenance plan
- SBC local and SBC Long Distance services on the same bill

Because we know everyone has different calling needs, we can provide a variety of services for exactly the way you call. For example, you can add *International SaverPlus*™ II for just \$2.95 a month and get our lowest per-minute rate to over 200 countries. Also, *Canada Plus* is only \$4.95 a month, and you get unlimited calling to Canada and our lowest per-minute international rates. Call now and let us help find the right combination of money-saving services for you. **One more way we bring it all home.**

To take advantage of unlimited SBC Long Distance now, call **1.800.533.6293** or visit [sbc.com/alldistance10](http://sbc.com/alldistance10).

Sincerely,

Jeff Urbanek  
Executive Director — Consumer Marketing

**Unlimited long distance. Call anyone,  
anywhere nationwide, anytime 24/7.**

For SBC residential, local-service customers only. \*\$43.95 offer expires 1/31/04. Long distance service offered and priced by SBC Long Distance where FCC approval has been given. *All Distance*® service price includes \$20 unlimited direct-dialed long distance service. Includes SBC local telephone company service and Economy Solution Plus. Equipment required for Caller ID. (Some information is blocked or unavailable.) Excludes calling card calls and long distance for business or Internet. Available in voice mail-capable areas only. Additional availability and credit restrictions apply. *Canada Plus*: Customer must also subscribe to the National Connections™ or National Connections™ Plus domestic unlimited calling plan from SBC Long Distance to qualify. This offer is not valid with any other SBC Long Distance domestic price plans. If you change domestic plans or disconnect any of the required components of your National Connections or National Connections Plus plan, then you will no longer be eligible for this special international plan rate. If this occurs, we will remove *Canada Plus* from your account, and your international calls will be rated at Basic Peak and Off-Peak rates. Mobile termination charges may apply. *International SaverPlus*™ II: Must subscribe to an SBC Long Distance domestic, outbound, interstate, Unlimited or Block of Time usage-optional calling plan. If you change domestic plans or disconnect any of the required components of your domestic plan, then you will no longer be eligible for this special international plan rate. If this occurs, we will remove *International SaverPlus* II from your account, and your international calls will be rated at Basic Peak and Off-Peak rates. Duration of each call is recorded in whole minutes with partial minutes rounded to the next whole minute. Mobile termination charges may apply. Taxes, fees, universal service, Local Calling Plus calls and installation extra. All SBC trademarks belong to SBC Knowledge Ventures, L.P. © 2003 SBC Knowledge Ventures, L.P. All rights reserved.

0007337 263 4 5





ALVANDO DEAN  
3663 W 166TH  
MARKHAM, IL 60426-5325

Page 2 of 5  
Account Number 708 596-5143 041 6  
Billing Date Mar 25, 2004

## SBC Local Services

### Local Calls

#### Direct Dialed Calls

##### Local Toll - Over 15 Miles

2 Minute(s) / Flat Rate .24

Total for Direct Dialed Calls .24

Day Rate: Mon-Fri, 9am-11am, 2pm-8pm

Evening Rate: Mon-Fri, 8am-9am, 11am-2pm, 8pm-9pm - 10% Discount

Night/Wknd Rate: 9pm-8am, Sat/Sun/Holidays - 40% Discount

2 Call(s) made this month averaged \$.12 per call

### Local Saver Pack Unlimited

211 Call(s) were placed this month

### Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Item	Quantity	Monthly Charges
No. Description		
Effective Mar 1, 2004, your Bill reflects an increase of \$1.75 in your Monthly Service charges. Charges are prorated from Mar 1, 2004 thru Mar 24, 2004		
1. Monthly Service		1.40

### Local, State and Federal Charges

9-1-1 Emergency System	
Billed for Markham	.85
State Infrastructure Maintenance Fee	.15
State Additional Charges	.02
Infrastructure Maintenance Credit	.79CR
Federal Universal Service Fee	.39
IL Universal Service Fee	.08
Total Local, State and Federal Charges	.70

### Taxes

Federal at 3%	.86
Illinois at 7%	2.13
Municipal Telecommunications Tax	.30
Total Taxes	3.29

Total SBC Local Services Charges 38.08

## News You Can Use

### AVOID DISCONNECTION

All of the charges must be paid each month to keep your account current and avoid collection activities. However, certain charges MUST be paid in order to avoid disconnection of basic local service. Currently, for this account that amount is \$208.73.

### CARRIER INFO

SBC Long Distance, or a company that resells their service, is your long distance and local toll carrier.

### LOCAL UNLIMITED PKG

Provides you with a phone line and unlimited local calling for one low monthly charge. Local calls include Band A and B (Approx 0-15 miles). Unlimited Local is \$9.50 per month plus your access line. To determine your price, please contact a service representative at 1-800-244-4444. Disclaimer: Prices vary by access area. Limited to only direct dialed station-station calls. May not be combined with any other local calling plan. Limitations and restrictions apply. Other taxes and surcharges will apply. For more information, speak with one of our customer service representatives.

### RATE CHANGE

Effective April 15, out of state Local Toll day rates will increase from \$0.30 to \$0.32, evening & night rates will increase from \$0.20 to \$0.22. These changes do not apply to SBC Long Distance. If you have any questions, please contact an SBC Service Representative at 1-800-244-4444. Thank you for choosing SBC Illinois.

### SERVICE FEE

Effective 1/1/04, if you change your long distance carrier, the charge is now \$5.43. The rate now includes a \$0.43 Federal Universal Service Fund (FUSF) fee established by the FCC to support the telecommunication needs of low-income households, consumers in high-cost areas, schools, libraries and rural hospitals. If you have questions, please call your SBC Service Representative at 1-800-244-4444.

### IL DNC NOTIFICATION

The Fed Government established a National Do Not Call Registry to avoid certain unwanted telemarketing calls. For information, to register or revoke registration visit <http://donotcall.gov> or call toll-free 1-888-382-1222 (TTY 1-866-290-4238), from the home number you wish to register. For state specific information about the Illinois Restricted Call Registry Act, visit the Illinois Commerce Commission website at [www.icc.state.il.us/rcr](http://www.icc.state.il.us/rcr).

### BEST TIMES TO CALL

Due to high call volumes experienced on Mondays and Tuesdays, it is generally quicker to reach us Wednesdays through Fridays.

### MONEY IN YOUR POCKET

SBC wants you to know that you or someone you know may be eligible for an income tax refund. Owe less tax and get cash back from the IRS through the Earned Income Tax Credit (EITC). For more information, or to see if you qualify, call the IRS at 1-800-829-1040 or visit [www.irs.gov](http://www.irs.gov). In Chicago, call 3-1-1.





SBC  
PO Box 7215  
Indianapolis, IN 46207



300107 144173 0000199 339 0  
Alvando Dean  
3663 W 166th  
Harvey, IL 60426

December 5, 2003  
708 596-5143 041



Dear Alvando Dean:

Thank you for choosing phone service from SBC! We hope your new service will make communication easier for you.

On the back of this letter we've listed your order and the normal monthly cost (excluding taxes, installation and usage). Please take a moment to confirm this information.

If you have questions, or if your service is not working properly, don't hesitate to call us at the numbers below. If you are calling about existing service, a service representative will ask for your account number. Your account number is the 14-digit number that can be found on the upper right corner of the first page of your bill.

**For Questions.....1-800-244-4444**

**For Repair.....1-888-611-4466**

Thanks again for choosing SBC. We appreciate your business and look forward to serving you in the future.

Sincerely,

**SBC Consumer Services**

P.S. If you ordered Voice Mail, your information will arrive separately.

Non payment or partial payment of your bill may result in the removal of the unregulated services that are included in a package. If your payment is sufficient to cover them, the regulated local services of the package will remain on the account and be billed at their tarrified rates.

\*\*\*SBC local service provided by SBC Illinois.

OVER  
Monthly Rate

$$\begin{array}{r} \$28.95 \\ - 5.00 \\ \hline \$23.95 \\ + 20.00 \\ \hline \$43.95 \end{array}$$

404AMERROLLR1

**\* INFORMATION ONLY \***

**This is not a bill.**

Here is an itemized list of the SBC services you ordered. Please confirm that this list is accurate, and call us immediately if there are any discrepancies.

Please note that your actual monthly service charges may vary from the prices listed here if waivers or discounts are in effect. Check your next billing statement for verification.

<b>Service</b>	<b>Monthly Rate</b>
Three Way Calling	\$2.25
Call Forwarding	\$2.25
Busy Line Transfer	\$0.00
Alternate Answering	\$0.00
Message Waiting Notifier	\$0.00
Economy Solution Plus	\$28.95
Voice Mail Plus	\$0.00

Other taxes and surcharges apply.

$$\begin{array}{r} \$28.95 \\ -5.00 \\ \hline 23.95 \\ +20.00 \\ \hline 43.95 \end{array}$$
 I sign up for this with SBC November 2003  
ALL charges include for the first year and only \$48.95



**WE'VE TAKEN THE LIMITS OUT OF LONG DISTANCE CALLING.**

Unlimited local and nationwide long distance plus more  
for one low monthly rate — **just \$43.95** a month for the first year.

Dear Valued SBC Customer,

December 2003

Thank you for choosing us! As President of SBC Consumer Markets Midwest, I'd like to thank you for being our customer. I'd also like to share some great news about SBC Long Distance, what it means to you, and how you can save money.

With long distance approval, we're focused more than ever on providing you with choice, convenience and value. Now our customers in Illinois, Indiana, Michigan, Ohio and Wisconsin can enjoy low-cost, convenient SBC Long Distance. There has never been a better selection of long distance services and pricing. Whether you need the certainty of **unlimited long distance and local calling from your home at anytime to anywhere**, or low-price per minute rates with no monthly fees, we have the economical plan designed just for you. We also offer international calling plans with great rates. So whether you're calling across the street, across the country or across the world—we can save you money. We also have a complete array of communications services including **high-speed SBC Yahoo! DSL at our lowest price ever**, Cingular Wireless, and phone service packages—all on one convenient bill. We want to make it easy for you by providing a complete selection of high-quality, reliable services. It's all from us—your SBC hometown team.

Call us. We're excited about our new long distance offerings at the lowest prices ever. This is another example of how we're doing everything we can to be the only communications company you'll ever need. Our competitors may try to get you to switch to their service. Before considering any other offer or if you'd like to learn more about our services, please call us at **1 800 883-7703** or visit **sbc.com**. We're serious about competing for your business by providing you with excellent service at very competitive prices. After all, we're in business to serve you and it's what we do best.

Sincerely,

Paul Roth

President-SBC Consumer Markets Midwest

Call us at **1 800 883-7703** to learn more about our money-saving long distance plans!

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To learn more about our money-saving long distance plans, call 1 800 883-7703 or visit sbc.com. We're serious about competing for your business by providing you with excellent service at very competitive prices. After all, we're in business to serve you and it's what we do best.

Midwest Consumer (IL, IN, MI, OH, WI):

SBC Midwest Operating Companies\* previously sent you a notice regarding Customer Proprietary Network Information (CPNI) and how your customer information about the services you purchased from SBC Midwest Operating Companies can be used to offer you certain additional products and services. Your customer information includes the types of services you purchase, how you use them, and the related billing of those services. SBC Midwest Operating Companies currently has your permission to use your customer information to advise you of products that may be of interest to you, like SBC Yahoo, DSL or SBC Long Distance, even if you do not currently have any services from those SBC affiliates.

#### YOUR RIGHTS

Protecting the privacy of your service and usage records is your right and our duty under federal law. SBC Midwest Operating Companies, its affiliates and authorized agents must ask your permission before using your CPNI to market products and services to you which you are not currently purchasing from us. If you would like to continue to give us permission to use your CPNI, then you do not need to do anything. If you decide you do not want SBC Midwest Operating Companies to use your customer information to offer products and services, simply call 800-303-7260 at any time. There is no charge for restricting your information and your election is valid until you affirmatively revoke it. Restricting your information will not affect your current service and may not eliminate all marketing contacts.

\*Local services provided by SBC Illinois, SBC Indiana, SBC Michigan, SBC Ohio or SBC Wisconsin based upon the service address location



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Service provided by  
includes SBC local  
Mail Plus and wire  
charge. Local Calling Plus  
available areas only. Additional  
to a higher priced per-minute  
and/or its agent. © 2003 SBC

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## Welcome to SBC Long Distance

ALVANDO DEAN  
3663 W 166TH ST  
HARVEY, IL 60426-5325

### Service summary:

708-596-5143

Dear ALVANDO DEAN,

12/07/03

Welcome to SBC Long Distance. We know you have a choice and we appreciate you selecting SBC Long Distance. We offer the simplest, hassle free and economical long distance calling plans to meet all your calling needs. If you receive a call from your previous long distance carrier, please compare their offer to our benefits.

SBC Long Distance offers you these benefits:

- ONE bill for all your SBC local, long distance and international calls and we don't charge for this convenience. ONE number to call for questions; ONE check to write.
- Competitive calling plan rates. You are informed up front of BOTH our in-state and state-to-state calling rates.

This confirms your order for the following service plan(s):

With the National Connections<sup>SM</sup> plan, you have the freedom to call anywhere in the United States (including its possessions and territories) all day, any day, every day for a flat low rate of just \$20.00 per month. That includes all your in-state and state-to-state direct dialed domestic long distance calls. Note: the \$20.00 monthly charge for National Connections<sup>SM</sup> is included in the cost of the All Distance package price.

**This plan is for residential use only, not for business use (including telemarketing or autodialing). This plan cannot be used for long distance access to the Internet. To continue receiving benefits of both unlimited local toll and unlimited long distance calling under this plan, you must be subscribed to SBC Long Distance as your provider for both local toll and long distance services. If you choose another carrier to provide your local toll service, you will not receive unlimited local toll calling from SBC Long Distance. SBC local access line customers who remove a component required for this plan, or misuse this plan, will be moved to the Value Plus Flat Rate price plan of 7 cents per minute for in-state and state to state calling. If you do not retain the SBC access line, then your account will be moved to the Long Distance II rate of 10 cents per minute for state to state and 10 cents per minute for in-state domestic long distance calls.**

Enclosed are the Terms and Conditions that apply to the interstate and international services provided by SBC Long Distance and also apply to intrastate services we provide in the states of Indiana, Iowa, Michigan, Montana, Nevada, New Jersey, North Carolina, North Dakota,

SBC  
2401 W. Grace St., Floor 1  
Chicago, IL 60618



December 9, 2003

300111 144616 0026963 343 0  
Alvando Dean  
3663 W 166Th  
Harvey IL 60426



Dear Alvando Dean:

Thank you for your interest in SBC Slamming Protection. This service helps ensure that your phone service is not switched without your knowledge or consent. There is no charge for this service.

In order to place the slamming protection on your line(s), you need to complete the enclosed authorization form. Once completed, please return it via the enclosed self-addressed envelope or fax it to the following toll-free number 1-866-867-2409. We then will activate slamming protection on your phone line(s) to ensure that your carrier will not be changed without your consent. If you decide to change your carrier, you first must contact us to authorize removal of the slamming protection.

Thank you for choosing SBC service. We look forward to continuing to serve you in the future. If you have any questions about SBC Slamming Protection or the enclosed form, please call us at 1-800-244-4444.

Sincerely,

*Donna M. Friday*

Donna M. Friday  
Service Representative  
224

Account: 708 596-5143 041 6

Encl: Form

Encl: 405SLMR2